



Welcome to the Health Program of Alameda County (HealthPAC)!

Dear HealthPAC Participant:

Welcome to HealthPAC, the Health Program of Alameda County. Our goal is to help you get the best health care possible. You received this letter for one of two reasons:

- 1) You recently enrolled in HealthPAC, or
- 2) You were already enrolled in the County Medically Indigent Services Program (CMSP) or Alameda County Excellence (ACE) Program, which have been renamed HealthPAC.

Please read the items in this packet. They tell you how HealthPAC works. Your HealthPAC Participant ID card is enclosed. Also in this packet is a HealthPAC Handbook that explains the program and has lots of other helpful information.

Go to your Medical Home to get health care. When you applied for HealthPAC or ACE, you chose a Medical Home. If you enrolled in CMSP, you are assigned to a medical home based on where you enrolled. The name, address and phone number of your Medical Home is on your HealthPAC Participant ID card.

If you have any questions about your medical care or HealthPAC, you can call your Medical Home. The phone number of your Medical Home is on your HealthPAC Participant ID card. You can also call:

HealthPAC Customer Service
1-877-879-9633
Monday – Friday, 8 a.m. – 5 p.m.

We wish you the best of health!

If you need help reading this document, please call Customer Service at 1-877-879-9633.

Si necesita ayuda para leer este documento, llame a Servicios al Cliente al 1-877-879-9633.

假如您看不懂本文件，需要協助或其他語文版本，請致電會員服務部，電話 1-877-879-9633。

Nếu quý vị cần được giúp đỡ đọc tài liệu này, xin gọi ban Dịch Vụ Hội Viên tại số 1-877-879-9633.